



Wiskerchen Cheese Inc. SOP

Title: Returned Product	# 2.058
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Issue Date: 4/5/11	Written By: Jesse Norton	Approved By: John Wiskerchen	Revision # 1	Revision Date: 11/17/11	Revised By: Jesse Norton	Supersedes: 4/5/11	Page 1 of 1
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Responsible Party: Trained Shipping and Receiving Personnel

- I. Personnel shall only accept returned product under the following circumstances:
 - A. The facility issued a recall or market withdrawal of product
 - B. The facility receives a food safety/quality complaint from a customer and/or the customer wishes to return the product

In the case of a food safety/quality complaint from a customer the following must accompany the returned product and be displayed on the bill of lading or shipping manifest:

- 1. A return authorization number for the product
- 2. A statement that the returned product has been stored at refrigerated temperatures (32-42 °F)

If the returned product that does not meet the defined criteria above, contact quality assurance to obtain authorization prior to unloading the returns.

A return authorization number shall take the following form:

FFF-MMDDYY-II (example: WCI-011911-JN)

(FFF) Facility designation code:	WCI – Wiskerchen Cheese Inc ACC – Arizona Cheese Company
(MMDDYY) Authorization Date Code:	MM – Month DD – Day YY – Year
(II) Initials of person responsible for authorizing the return:	Initials of Members of the Crisis Management Team

- II. All returned product shall be subject to normal trailer and product inspections before unloading.
- III. All returned product shall be placed on hold in accordance with the hold and release policy. Hold stickers shall be placed on all four sides of each pallet. A filled out “Product to be Place on Hold” form shall be provided to quality assurance as notification that the return is on site.

Approved By: _____

Date: _____